

DEPARTMENT OF WORKFORCE DEVELOPMENT  
DIVISION OF WORKFORCE SOLUTIONS  
ADMINISTRATOR'S MEMO SERIES

NOTICE 04-11

ISSUE DATE: 06/09/2004  
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RE: 2004-2005 W-2 AND RELATED  
PROGRAMS MONITORING PLAN

To: W-2 Agency Directors  
County Department of Human Services Directors  
County Department of Social Services Directors

From: Bill Clingan /s/  
Division Administrator

## **PURPOSE**

This memo provides information about the Division of Workforce Solutions (DWS) plans to monitor the Wisconsin Works (W-2) and Related Programs in 2004 and 2005.

## **BACKGROUND AND PLAN**

According to the 2004-2005 W-2 and Related Programs Contract Sections 16 and 17, "the Department may conduct on-site visits and monitoring of W-2 agencies at any time without prior notice to the W-2 agency."

## **2004 – 2005 W-2 AND RELATED PROGRAMS MONITORING PLAN**

To work in partnership with the W-2 agencies, the Division is attaching the 2004-2005 W-2 and Related Programs Monitoring Plan to provide the agencies with information about the monitoring events that will occur during the 2004-2005 W-2 contract period.

The DWS W-2 monitoring operation will employ four types of monitoring activities: monthly monitoring of agency performance and administrative practices; targeted reviews of specific case management practices employed by the agencies; as-needed reviews of agency plans, subcontracts, and administrative practices; and DWS Central Office reviews of agency information, which will be shared with DWS Regional Office staff for potential follow-up, when necessary.

The W-2 agencies in each Workforce Development Area (WDA) will be monitored on five categories of activities--case management practices, agency performance, financial management, constituent complaints, and collaboration with partner agencies.

## **FEEDBACK**

The Division strongly agrees that when the W-2 and Related Programs are being reviewed, W-2 agencies should receive prompt and specific feedback in order to improve their administration of the W-2 and Related Programs. Therefore, a hierarchy of feedback types, from technical assistance to demands for immediate changes in program operations, will be utilized by DWS in response to findings from various monitoring efforts.

A Recommendation is a suggested change in the W-2 agency's administration of the W-2 and Related Programs that may improve the programs. Recommendations may include technical assistance that focuses on sharing best practices from other W-2 agencies and other quality improvement activities. Technical assistance will be provided on-site at the W-2 agency, by phone, by e-mail, or in a formal written document as the situation indicates.

A Required Action is an official request by the Division conveyed in writing to the W-2 agency to develop and implement procedures that accurately reflect the W-2 and Related Programs policies and procedures. A Required Action typically requires a response by a set deadline. It falls short of a Corrective Action in terms of its seriousness, but it is deemed to be an important change in a W-2 agency's policies or procedures in order to maintain the compliance, quality, or integrity of the program.

A Corrective Action is an official demand by the Division as a result of agency non-compliance to modify, cease, or implement a specific practice or action. In the 2004-2005 W-2 and Related Programs Contract, under section 17.2.2, Corrective Action Plan, "the Department will notify the W-2 agency of items which require a Corrective Action Plan and the time allowed, which shall be no less than ten (10) business days, and no more than thirty (30) calendar days, or longer if pre-approved by the Department, to implement the Corrective Action Plan." Further in section 17.2.3, Failure, "if the W-2 agency fails to fully implement substantial required Corrective Action(s), the Department may revoke the W-2 agency's Right of First Selection status."

## **CONTACT**

Any questions regarding this Administrator's Memo or the attached 2004 – 2005 W-2 and Related Programs Monitoring Plan should be directed to the Area Administrator in your region.

Attachment: 2004-2005 W-2 and Related Programs Monitoring Plan